

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
October 22, 2003 at 1:00 p.m.**

| Agenda Item | Notes |
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| Members Present: | Nancy Richardson, Chair-Transportation, Bev Schmeling-Public Safety, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Cindy Morton-Revenue, Bill Gardam-Human Services, Karen Sinclair-Treasurer, Dean Learner-Inspections & Appeals, Roger Stirlor-Education and Penny Westfall-Law Enforcement Academy |
| Member Absent: | John Craig, Vice-Chair-AFSCME and Lance Noe-Drake |
| Other Attendees: | Nancy Berggren-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey-DAS-HRE, Patti Allen-DAS-Adm., Denise Sturm-DAS-Adm., Joanne Andersen-DAS-Adm., Dave Hueton, Public Safety, Marty Fredrickson, DHS and Mollie Anderson, Director of DAS |
| Opening Remarks: | <ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order. 2. Cindy Morton, made the motion to approve the minutes from the October 8, 2003 meeting and Bill Snyder 2nd the motion. 3. The motion carried and the minutes were approved. |
| Updates: | <ol style="list-style-type: none"> 1. Nancy Richardson will meet with the GSE and ITE Customer Council chairs on Friday, October 24, 2003. 2. Patti Allen, the DAS Communication and Marketing Director will assist the Customer Councils with communication strategies for discussing rates with customers. 3. The Council agreed that the employee counts from which rates would be established will be real time rates. |
| DAS FY05 Budget: | <ol style="list-style-type: none"> 1. Denise Sturm handed out and discussed the following information: <ul style="list-style-type: none"> • Definitions of Types of Expenses • FY05 Budget Assumptions • DAS-HRE FY05 Projected Expenses by Line of Service • DAS-HRE FY05 Projected Expenses by Line of Service, Costs Attributed to Utilities <p>Based on the discussion and input from the Customer Council, Denise will be refining the data to show all line item expenses and the 2.5% general fund cut.</p> <p>Denise will also be meeting with Steve Lindner to determine the ability of departments that receive federal funds to use that money for HRE services.</p> |
| Discussion of the Allocation Method: | <ol style="list-style-type: none"> 1. Nancy Berggren handed out: <ul style="list-style-type: none"> • HRE Rate Setting Annual Timeline • HRE Service Packages for: <ul style="list-style-type: none"> • Exec. Branch, non-regents • Community Based Corrections • Judicial Basic Service Package • Legislative Basic Service Package • Regents Basic Service Package 2. Ed Holland discussed an allocation method for each service package based on number of filled positions and number of services provided. As a result of this discussion, the following were defined as next steps: <p style="text-align: center;">Related to services bundling, HRE will:</p> <ul style="list-style-type: none"> • Discuss peace officers with DPS and formulate a recommendation for the Council on how peace officers would best be |

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| | <p>handled in service packaging;</p> <ul style="list-style-type: none"> • Review the legislative and judicial service packages and formulate a recommendation for the Council on whether, and how, the two packages can be merged into a single service package. <p>Related to financial data, HRE will:</p> <ul style="list-style-type: none"> • Provide additional sub-detail on the general/administrative expenses noted on the FY05 Projected Expenses by Line of Service--Costs Attributed to Utilities document; • Provide the line of service sub-detail in a parallel construct fashion so that all sub-items are listed and zeroed out if they don't apply; • Reconcile the projected expenses document with the recent 2.5% ATB; • Provide broad context for the financial data to show how we get to the costs being used to set the utility rates (start with DAS all costs, cull down to DAS/HRE all costs, cull down to DAS/HRE utility services all costs, cull down to DAS/HRE utility services costs not directly billed in some other way, cull down to DAS/HRE utility services not billed directly in some other way that are part of the basic service package vs. those that will be billed on per usage hourly rate). <p>Related to rate setting, HRE will:</p> <ul style="list-style-type: none"> • Take the 5 service packages as presented to the Council and price out the services included in each of the 5 basic packages using the information previously provided regarding FTEs/costs for HRE lines of services (program delivery, benefits, employment services and org development); • Determine the head counts of all agencies using each service package and aggregate them. • Divide the total cost of each basic package by the aggregate total of all appropriate agencies to determine a per employee rate for each service package. • Multiply respective per employee rates of the 5 basic packages by each respective user agency's headcount for a total agency annual cost for basic services. <p>A subcommittee has been formed to review the allocation method prior to the next Customer Council meeting. The individuals on the subcommittee are:</p> <ul style="list-style-type: none"> • Ron Pothast-Civil Rights • Roger Stirler-Education • Bill Gardam-Human Services |
| Topics for next meeting: | <ol style="list-style-type: none"> 1. Denise Sturm will update the Council on adjustments to the budget. 2. Continued discussion of the allocation method. 3. Discussion regarding communicating with departments about rates. |
| Closing: | It was decided that the meetings in November would be held on the 1 st and 3 rd Wednesdays. |
| Next meeting: | November 5th at the <i>Lucas Building, 3rd Floor, Rooms #319 & #320, South Side of the elevator</i> at <u>1 p.m.</u> |
| Meeting Adjourned: | The meeting was adjourned at 4:00 p.m. on 10-22-03. |